

Please amend paragraph 1 on page 19 as follows:

Figure 3 is an overview of the modeling process (e.g., Bank Branch design) used in Figure 2 and more specifically the modeling technique of step 250 in Figure 2. The modeling process must be validated and creditability established for the modeling process to be effective. First assumptions must be made and incorporated into the conceptual model 310. The output from the conceptual model is input into a mathematical model 320 which includes approximations. The mathematical model is exercised and outcomes are predicted by checking the mathematical model against the real systems bank branch 330. Data is collected and the bank branch is observed to validate and establish credibility for the mathematical model.

Please amend paragraph 3 on pages 20-21 as follows:

Appendix A lists Model Default Scenario Parameter Values for a Lane and Front End Model. Appendix B is the Model Output from Default Scenarios for a Lane and Front End Model. The User can create a new scenario file by selecting the Create Scenario button 550 from the Input Module 410. Figure 6 depicts the Create Parameter File form 600. To create a scenario, the User selects the existing file that the User

wants to use to create the new file from in the list of ~~scenarios~~ scenario names 640 and scenario descriptions 650 in the center of the Create Parameter File form 600. A scroll bar (not shown) will display to the right of the list when there are more than four scenarios for a model. A name for a new scenario is entered by positioning the cursor in a Scenario Name field 610 and by using the keyboard to type in the name. The LFEM module does not allow duplicate scenario names for a simulation model. The Scenario Name can be up to 50 characters (including blank spaces). The User can also enter an optional Scenario Description in the Scenario Description field 620 of up to 55 characters to further describe the parameter file.

Please amend paragraph 2 on page 21 as follows:

Figure 7 depicts the Input Module form 700 after the creation of scenario Test 1 ~~750~~. Input Module form 700 includes a Model list 710. Below the Model list 710 is the Scenarios list 730. A scroll bar (not shown) will display to the right of the Scenarios list 730 when there are more than eight scenarios for a model. Input Module form 700 further includes control buttons: Create Scenario 750, Edit Scenario 760, Delete Scenario 765, Print Scenario 775, Run Simulation

780. The Run Simulation button includes an Animation Button

785. Finally, Input Module form 700 includes a Return to Main Menu button 770.

Please amend paragraph 1 on page 26 as follows:

Figure 9 depicts the Edit Parameter File form 900 for the 2-lane models. The Parameter Categories buttons are slightly different for the 2-lane models. The 2-lane model includes Parameter Categories represented by buttons for Transaction Pre-Itemization 922, Transaction Itemization 924, Transaction Finalization 926, Bagging 928, Configuration 930, Customer Demand 932, Model Parameters 934 and Intervention 936. The Intervention Parameter Category button 936 is only enabled for LaneM3 - East-track checkstand model. Also, the Edit Parameter File form 900 for the 2-lane models replaces the Lane Type section with Lane # section 945 and it provides options 1, 2 and ALL corresponding to Lane 1, Lane 2, and All parameters, respectively.

Please amend paragraph 2 on page 26 as follows:

There are two approaches for editing a value of a parameter in parameter list 950 ~~parameter's value(s)~~ depending

on whether the parameter has a single value (called a scalar parameter) or has multiple values (called a non-scalar parameter or an ARRAY). To edit the value for a scalar parameter, the User selects the cell in the Value column 955 of the edit table 910 for the parameter that the User wants to change and enters the new value. For example, to change the scenario Start Time parameter from 6am to 7:30am in Figure 8, the User selects the cell containing the value of 6 and types in 7.5. Note the Start Time and End Time parameters are in units of hours from 12 midnight. When changing values, the User should make sure the new value is within the allowable range displayed in the Range column 960 for the parameter. If the User enters a value outside the allowable range, the LFEM module will remind the User with a warning message. To edit the values for a non-scalar parameter, the User must click on a small rectangle icon 960 just to the left of the Parameter field. Other Parameter rows have similar rectangular icons 962, 964, 966 as depicted in Figure 9. This action will evoke a new form that will allow the User to edit each value for the parameter. A non-scalar parameter will have the word "Array" in the Value column.

Please amend paragraph 3 on page 29 as follows:

A schedules form 1200 depicted in Figure 12 allows the User to enter the number of front-end personnel available by labor type in 30-minute time intervals for a scenario. The schedule form 1200 includes a scroll bar 1215, a Time Interval column 1240 and a Personnel column 1250 (depicted as regular cashiers in Figure 12). There are three labor types (Superhelpers 1220, Baggers 1225, and Cashiers) in the front-end model the User can schedule. Furthermore, cashiers are also scheduled by lane type: Fast-Track 1215, Express 1210 and Regular 1205. The User can change the schedule by selecting the tab of the labor type they wish to change.-

Please amend paragraph 1 on page 44 as follows:

At step 3020, the algorithm determines if the basket size is less than or equal to the basket size limit for an express lane. If the answer is yes, at step 3020, then the process proceeds to step 3022 and determines the basket size less than or equal to the basket size limit for self-service. If the answer is yes from either step 3020 or step 3022, the process proceeds step ~~3024~~ 3026 where it is determined whether the customer is willing to use self-service. If the answer is yes at step 3026 then at step 3028 an attribute is set where the algorithm can consider all lane types.